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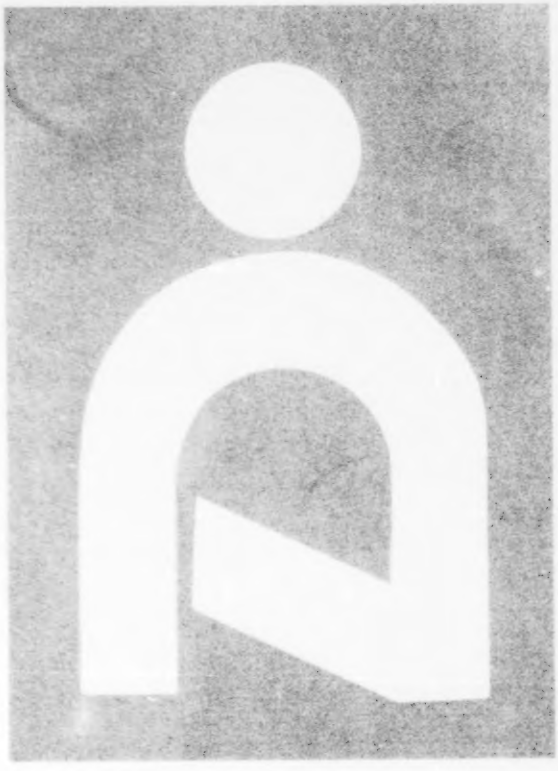

ALBERTA
SOCIAL CARE
FACILITIES REVIEW
COMMITTEE

Alberta
SOCIAL SERVICES

1987
REPORT OF
THE ALBERTA SOCIAL CARE FACILITIES REVIEW COMMITTEE

Submitted to
THE HONOURABLE CONNIE OSTERMAN
MINISTER OF SOCIAL SERVICES

JANUARY 1 to DECEMBER 31, 1987

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

4th Floor, Essex Building, 10707 - 100 Avenue, Edmonton, Alberta, Canada T5J 3M1 403/427-3010 In Replying Please Quote:

March 14, 1988

The Honourable Connie Osterman
Minister
Social Services
424 Legislature Building
Edmonton, Alberta
T5K 2B6

Dear Minister:

Please accept this report of the Alberta Social Care Facilities Review Committee covering the activities of the Committee for the calendar year of 1987.

In this report we have endeavoured to provide you with an overview of the operations of facilities licensed by Social Services in the Province.

Sincerely

Janet Koper

Mrs. Janet Koper, Chairman
MLA, Calgary - Foothills

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CHAIRMAN'S REPORT

In 1987, more than 1,020 visits were made by the members of the Social Care Facilities Review Committee in the execution of their duties. Their visits brought members into contact with hundreds of Albertans as either users or providers of Social Services programs and facilities. In this report, the Committee has endeavored to put together for the Minister a summary of its activities together with observations on how the Committee feels the public is being served by the programs supported and licensed by Social Services.

The Committee gratefully acknowledges the hospitality and welcome offered to members by the staff of the many facilities we visited in 1987. Because our visits were unannounced we appreciate the time the staff were able to spend so willingly in discussions, interviews and tours.

The Committee also wishes to commend the administrators and staff members of government and community agencies who have made more cost-effective use of available resources.

During the year, various people in Social Services were called upon to provide information to the Committee that extended our knowledge and clarified changes made or contemplated to different programs offered by the department. In that regard, the Committee has become particularly interested in the impact of the National Strategy for Child Care announced by the federal government in December of 1987 – most particularly in the field of research and development.

At this time, the Committee also wishes to recognize the contribution of George Wolstenholme who was on the Committee from its inception. Mr. Wolstenholme played an important role on the Committee first as an MLA and then as a public member.

The Committee, through the Chairman, maintains close liaison with the Minister of Social Services regarding its activities. Many of the facilities inspected are involved with other departments as well, so the co-operation of the Ministries of Solicitor General and Community and Occupational Health are necessary and very much appreciated.

Last, but not least, the Committee extends our thanks and appreciation to the many associations, agencies, boards, administrations, employees and volunteers who have participated in providing care, training, guidance and services to so many people with special problems and needs.

MEMBERS OF THE COMMITTEE 1987

Chairman:	Janet Koper, MLA (Calgary-Foothills)		Calgary
Vice-Chairman:	Rita Nyback		Camrose
Members:	George Abma		Edmonton
	Glenna Bell		St. Albert
	Roy Brassard, MLA (Olds/Didsbury)		Olds
	Ute Davies		Calgary
	Jacqueline Moore		Calgary
	Doreen Orman		Calgary
	T. Edward Poppitt		Calgary
	Sherrolynne Wilcox		Beaverlodge
	Carol Wilmot		Calgary
	Susan Zukiwsky		Edmonton
Committee Changes:	Stockwell Day, MLA, Member (Red Deer, North)	(Resigned)	Red Deer
	George Wolstenholme, Member	(Retired)	Nanton
	Karoline Kiddine (Administrative Assistant)	(Retired)	Sherwood Park
	Myra Colwell (Secretary)	(Retired)	Edmonton
Staff:			
Administrative Assistant	Evelyn Bliss		Edmonton
Secretary	Sheryl DiPanfilo		Edmonton

The Members are appointed by the Lieutenant Governor in Council.

THE ROLE OF THE COMMITTEE

The Social Care Facilities Review Committee Act was passed by the Alberta Legislative Assembly in 1980 and amended in 1985. Under this Act the Social Care Facilities Review Committee was established and consists of 12 members appointed by the Lieutenant Governor in Council. Those appointed are from various parts of the province and include two Members of the Legislative Assembly.

The Committee is required to visit all social care facilities for the purpose of reviewing and inspecting them, and observing the manner in which they are operated. These facilities receive part or all of their funding from the Government of Alberta. Group homes, foster homes, day care centres, adult care centres, hostels, emergency shelters and vocational rehabilitation centres are visited under the mandate of the Committee. (See Appendix 2.) During 1987, an amendment to the Social Care Facilities Licensing Act was passed to include licensed family day homes and nursery schools under the Committee mandate.

The Minister of Social Services may also request the Committee to conduct a visit to a facility in order to report on any matter that the Minister may specify. For the purpose of carrying out the regular visit or an investigation under the Social Care Facilities Review Committee Act, the Committee may enter a facility unannounced at any reasonable hour.

While visiting social care facilities, members try to speak to all those involved in order to discuss any concerns, comments, or suggestions which would serve to improve the quality of care. Depending on the facility, it may be patients, residents and their relatives, employees, administrators, board members, councillors, members of sponsoring organizations, or the public that communicate with the Committee.

The Committee meets at least monthly to review the results of these visits as well as to make suggestions and to respond to enquiries connected with the Committee's experience and activities.

OBSERVATIONS

In order to review the diverse observations and suggestions, the Committee's comments are grouped under the type of facility visited.

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION

The Committee wishes to commend the Alberta Alcohol and Drug Abuse Commission (AADAC) on their continuing efforts to offer outstanding programs to the individuals they serve. Counselling centres, detoxification centres and residential programs were visited by the Committee and represent a substantial part of the network of treatment programs provided.

The success of their public awareness program and their preventative programs are recognized and the dedication of staff in implementing these programs is an important factor in some overall admirable achievements.

DAY CARE CENTRES

In 1987 the Committee made 467 visits to day care facilities throughout the province. Of these centres, 191 were located in Edmonton, 152 in Calgary, 14 in Lethbridge, 12 in Red Deer and the remaining 98 were in smaller towns in rural Alberta. As members moved from region to region, they noted differences in licensing procedures related to local circumstances. These differences may be necessary but with closer co-operation by the regional directors and the publication of the Day Care Policy and Procedures Manual, great strides have been taken by the Minister and her department toward ensuring quality child care throughout the province.

It should be noted that the Day Care Policy and Procedures Manual was implemented with significant consultation with the industry. The intent of doing so was to clarify the existing regulations which are quite thorough and extensive. This will also serve the purpose of promoting a level of standards among not only owners and operators, but should bring a heightened awareness to parents in the important task of choosing an appropriate day care centre. The Committee continues to recognize that parents carry a major responsibility to ensure that day care centres are providing quality care for their children, and want and need support in that process. It is imperative that parents take a more active role in monitoring centres on a daily basis and where possible, become involved on parent advisory boards.

In this regard also we wish to commend the Minister for her efforts to develop a comprehensive evaluation process. The Committee looks forward to the results of the work being done to accredit day care centres and, through the licensing process help parents recognize deficiencies (and excellence) of the child care facilities they have chosen.

Nutritional standards vary widely in facilities throughout the province. Approximately 16 percent of day care centres do not serve a hot meal to their clients at lunch. The preponderance of centres in this category were from one region and for the most part, did not offer significant cost savings to their customers. Reasons for not serving a lunch varied from being the choice of parents to the unavailability of proper kitchen facilities.

During the year, some members of the Committee examined the availability and accessibility of educational programs offered for day care workers in Alberta. Opportunities exist for the upgrading of skills of day care workers wherever they live in this province. Our compliments go to those operators that

prepare careful job descriptions, seek trained staff and offer incentives to staff for professional development. The Committee continues to be concerned regarding the status of day care workers and urges the Minister to seek the establishment of a career path for day care workers that recognizes the importance of child care through the Department of Career Development and Employment. A positive observation in this regard is that an increasing number of centres no longer expect their child care workers to assume janitorial duties as well as to carry out their duties in developing programs and caring for children.

In reviewing licensing requirements, the Committee again recommends that the space allocation should only include space the children actually occupy. Kitchens, bathrooms, crib space and hallways should not be included when calculating per capita space.

The initiatives taken by the Minister to respond to the motion passed in the legislature requesting support of work place day care also appear to have resulted in some interesting and exciting alternatives for parents. This trend seems to be a very positive development and well accepted in the community.

Where concerns have existed, the Committee has monitored the facility more frequently and in many cases, these continuing visits have led to improvements. The Committee commends the Minister for her action in closing centres that do not meet the standards established.

The Committee continues to visit after school programs. Of the 188 programs that exist in Alberta, 142 are in urban areas. While licensed by the department, basically municipalities offer this service and establish the standards of operation. The needs of parents for this service in communities other than major urban centres would be an appropriate topic for further research.

The Committee has visited several native day care centres where the bands have entered into agreements with Social Services. Some are providing excellent programs including teaching of the native language and culture. We feel the continued efforts to develop good child care facilities must be made in other instances and that support and direction is needed in some locations to improve the quality of services offered.

CHILD WELFARE FACILITIES

The agencies and programs within the system are evolving to meet the changing needs of children in care. The Committee notes that where appropriate, family participation within the treatment program has become a priority and every effort is being made to strengthen family ties and the ability of the family to cope with the problem. We commend the agencies who access the Alberta Association of Services for Children and Families for accreditation of their programs.

Visits to licensed foster homes continued to be a priority of the Committee and a greater number of these were inspected during 1987. We recognize the invaluable service provided by foster parents and feel it is essential that they continue to be an integral part of the planning process for the future development of the child in care. Children placed in foster homes bring with them a complex range of problems which constantly challenge the abilities of the care giver and therefore an increasing amount of support should be given in this area.

A clearly defined and easily accessible support network should be in place to assist the foster parent in dealing with the difficulties which they encounter through the provision of care.

FACILITIES FOR THE HANDICAPPED

The Committee recognizes the continual movement toward community living and that this move is producing positive results.

As individuals move from institutions to group homes in communities near their families, it has been demonstrated that in many instances a population formerly believed to be incapable of living without the services of an institution can live in a community and develop their potential with some support services.

In institutional facilities the Committee visited there is an increased awareness of normalization and the recognition of the individual needs of each resident as opposed to dealing with a group. Institutions are in the stage of transition and are changing focus. We look forward to seeing the results.

A number of vocational training centres for the handicapped in Alberta have demonstrated innovative alternatives in dealing with the economic realities of 1987. There has been a trend toward community based programs and an emphasis on job placement and follow-up. It is a concern that these programs are not available consistently throughout the province.

The co-operative efforts between individuals and agencies has resulted in opportunities to develop programs that will assist people to become productive, independent members of society. This has been particularly evident in the comprehensive care given in some smaller communities.

The Committee recognizes the dedication of staff and volunteers who are instrumental in providing these services.

MENTAL HEALTH FACILITIES

These facilities are approved homes operated by any adult, married or single, with or without children, which provides a supportive, homelike environment for adults with mental health problems. Many of these homes fall under the classification of group homes.

The Committee considers these facilities to be of great importance in the community in terms of assisting individuals bridge the gap to success and a more independent life-style.

One goal which has been recognized and agreed upon wholeheartedly by the Committee is the building of a support system in the community and the gradual move away from institutionalization where possible as this seems ultimately in the best interests of the individuals concerned.

WOMEN'S EMERGENCY SHELTERS

During 1987, the Committee visited women's shelters throughout the province. These facilities are becoming more visible within the communities they serve and are promoting public awareness with regard to the issues surrounding family violence. The Committee would like to recognize the dedication of the many staff and volunteers who are instrumental in the provision of these services.

SUMMARY OF RECOMMENDATIONS

The background for these recommendations is contained within the report.

1. Licensing procedures for day care centres should be applied consistently in all regions.

2. Parental responsibility and awareness of high quality child care standards should be promoted through the department support program.

3. When there are deficiencies in any social care facility, these should be evident to the public in some way as should any subsequent compliance with the listed deficiencies.

4. No day care centre should be allowed to operate without some professionally trained workers on staff.

5. The occupation of day care worker should be given the status of recognition as an occupation of worth.

6. The space allocation in a day care centre should only cover space that children actually occupy (exclude halls, bathrooms, etc.).

7. Research should be conducted into alternative needs of child care in a rural setting and with native families.

8. As a result of changes in the type of placements under the Child Welfare Act, foster parents require a strong support system to access when needed.

9. The increasing focus on follow-up and job placement in vocational rehabilitation programs is proving effective and should be expanded where possible.

10. The idea of decentralization and normalization continues to be a worthwhile endeavor.

11. The support network in local communities need strengthening for rehabilitation of mental health patients.

APPENDIX 1:
COMPLAINTS RECEIVED

The Committee receives written and telephone complaints (in addition to any received during visits) about the care, treatment and standard of accommodation received by the person or any person in the facility. All concerns are treated with confidentiality and are investigated as soon as possible.

The Committee received nine complaints during 1987. Of these, five were related to day care, one to group homes and the remaining three were regarding policies.

APPENDIX 2: VISIT SUMMARY

* TYPES OF FACILITIES *

REGIONS*	Adult Centres	AADAC Facilities	Child Care Institutions	Child Welfare Resource Centres	Day Care Centres	Programs for School Age Children
CALGARY		2	1	2	152	64
CENTRAL	1		1		39	12
EDMONTON		2	1	2	191	44
NORTHEAST		3	2		21	6
NORTHWEST		1	1		22	8
SOUTH	2	2	2		42	10
TOTALS	3	10	8	4	467	144

* TYPES OF FACILITIES *

Services for the Handicapped Institutions	Foster Homes	Group Homes	Single Men's Hostels	Special Care Homes for the Aged	Vocational Rehabilitation Centres	Women's Emergency Shelters
	18	79	2	2	5	1
2	10	28	1	1	4	2
1	28	78	1	2	7	3
	8	17			3	2
	11	26	1	2	2	1
	8	22		5	2	2
3	83	250	5	12	23	11

TOTAL VISITS: 1020

APPENDIX 3: THE SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

GOVERNMENT OF THE PROVINCE OF ALBERTA

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

Revised Statutes of Alberta 1980, Chapter S-15
with amendments in force as of July 1, 1985

Consolidated July 30, 1985

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NOTE

All persons making use of this consolidation are reminded that it has no legislative sanction, that the amendments have been embodied for convenience of reference only, and that the original Acts should be consulted for all purposes of interpreting and applying the law.

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

CHAPTER S-15

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HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Alberta, enacts as follows:

Definitions

1 In this Act,

(a) "Committee" means the Social Care Facilities Review Committee and includes a sub-committee established under section 3;

(b) "facility" means a place that is operated by or receives its current operating funds or part of them directly or indirectly from the Government of Alberta and that is

(i) a place of care for persons who are aged or infirm or who require special care,

(ii) a building or part of a building, other than a home maintained by a person to whom the children living in that home are related by blood or marriage, in which care, supervision or lodging is provided for 4 or more children under the age of 18 years, but does not include a place of accommodation designated by the Minister as not constituting a child caring institution,

(iii) a hostel or other establishment operated to provide accommodation and maintenance for not less than 4 unemployed or indigent persons,

(iv) an emergency shelter,

(v) a residential alcohol and drug abuse treatment centre,

(vi) a day care facility licensed under the *Social Care Facilities Licensing Act* and the regulations under that Act,

(vii) a group home or shelter for physically or mentally handicapped persons, or

(viii) a vocational rehabilitation and training centre for physically or mentally handicapped persons,

other than one that is defined as a hospital under the *Health Facilities Review Committee Act* or a correctional institution under the *Corrections Act;*

(c) "Minister" means the Minister of Social Services and Community Health.

RSA 1980 cS-15 s1; 1984 cC-8.1 s108; 1985 c51 s2

Social Care Facilities Review Committee

2(1) There is hereby established a committee called the "Social Care Facilities Review Committee" consisting of not more than 12 members appointed by the Lieutenant Governor in Council.

(2) The members of the Committee appointed under subsection (1) may include members of the Legislative Assembly who are not members of the Executive Council.

(3) An order under subsection (1) appointing a member of the Committee may provide for his term of office but in the absence of that provision, the term of office of a member is one year from the effective date of his appointment and thereafter until his successor is appointed.

(4) The Lieutenant Governor in Council shall designate one of the members of the Committee as chairman and another as a vice-chairman and, unless the order otherwise provides, the term of office of a chairman or vice-chairman so designated shall be one year from the effective date of the designation and until their respective successors are thereafter designated.

(5) The vice-chairman shall be the acting chairman of the Committee in the event of the absence or inability to act of the chairman or a vacancy in the office of chairman.

RSA 1980 cS-15 s2

Sub-committees

3(1) The Committee may

(a) establish one or more sub-committees to perform any duties and functions and exercise any powers of the Committee prescribed by the Committee, and

(b) appoint as members of a sub-committee not less than 3 members of the Committee.

(2) When a sub-committee is established, the Committee shall designate a member of a sub-committee to preside over the sub-committee.

(3) A member of the Committee may be appointed to more than one sub-committee.

(4) A majority of the members appointed to a sub-committee constitute a quorum of the sub-committee.

(5) A decision or other action made or taken by a sub-committee at which its quorum is present is the decision or action of the Committee and binds all members of the Committee.

(6) Two or more sub-committees may act simultaneously.

(7) If a sub-committee is performing a duty or function or exercising its powers and one or more members of the sub-committee is absent during a portion of the time that the sub-committee is performing a duty or function or exercising a power, the remaining members of the sub-committee that are present may, if they constitute a quorum of the sub-committee, perform the duty or function and exercise the power of the sub-committee.

(8) Notwithstanding that a sub-committee is established under this section, the Committee may also perform any duty or function or exercise any power that it prescribed the sub-committee to perform or exercise.

RSA 1980 cS-15 s3

Remuneration and expenses

4 The Lieutenant Governor in Council

(a) may prescribe the rates of remuneration payable to members of the Committee other than those who are employees of the Government or members or employees of an agency of the Government, and

(b) may authorize the payment of travelling and living expenses for members of the Committee while outside their normal place of residence in the course of performing their duties.

1980 c46 s4

Staff

5(1) The Minister may appoint an employee of the Government under his administration as the Executive Director of the Committee who shall, under the direction of the chairman of the Committee, assist the Committee in carrying out its duties and functions and exercising its powers.

(2) The Minister shall provide to the Committee the services of employees of the Government under his administration and supplies for the purpose of carrying out secretarial, clerical and related work that the Committee may reasonably require to enable it to carry out its duties and functions and exercise its powers.

1980 c46 s5

Committee meetings

6 The Committee may, with the approval of the Lieutenant Governor in Council, make rules governing the calling of its meetings, the quorum required at its meetings, the procedures at its meetings and any other matter relating to the conduct of its business and affairs.

1980 c46 s6

Visits to facilities

7(1) The Committee shall from time to time visit all facilities for the purpose of reviewing and inspecting them and the manner in which they are operated.

(2) The Minister may from time to time request the Committee to conduct a visit to a facility for the purposes of reporting to the Minister on any matter that the Minister may specify in his request.

1980 c46 s7

Investigation of complaints

8 If a complaint is made to the Committee by or on behalf of a person in a facility, the Committee shall investigate the care and treatment and the standards of accommodation received by that person or any other person in the facility.

1980 c46 s8

Right of entry

9 For the purpose of carrying out a visit or an investigation under this Act the Committee may enter a facility at any reasonable hour.

1980 c46 s9

Inspection of records

10(1) The Committee, with respect to a visit or an investigation under this Act, is entitled to access to the records of the facility for the purpose of inspecting them, making copies of them or taking extracts from them.

(2) Subsection (1) does not apply to

(a) the financial records of the facility that relate to the operation of the facility, or

(b) the medical or clinical records of a person unless that person or his guardian gives his consent to those records being inspected.

1980 c46 s10

Financial affairs

11 Nothing in this Act shall be construed as empowering the Committee or other person acting under this Act to inquire into the financial affairs of the facility that relate to the operation of the facility.

1980 c46 s11

Functions on behalf of Committee

12(1) The Committee may authorize

(a) a member of the Committee to carry out a visit or investigation on behalf of the Committee, or

(b) subject to the approval of the Minister, an employee of the Government under the Minister's administration to carry out a specific inquiry on behalf of the Committee in respect of a visit or investigation.

(2) When a member of the Committee or other person has carried out a visit, investigation or specific inquiry on behalf of the Committee, that member or person shall report his findings to the Committee.

1980 c46 s12

Complaint officer

13(1) The Committee may designate

(a) a member of the Committee, or

(b) with the approval of the Minister, an employee of the Government who is under the administration of the Minister,

as a complaint officer.

(2) The complaint officer shall on behalf of the Committee

(a) make preliminary inquiries, or

(b) if directed to do so by the chairman of the Committee, make investigations

into complaints received under section 8 and report the results of the inquiry or investigation to the Committee.

(3) Members of the Committee at the request of the chairman of the Committee may assist the complaint officer in the carrying out of his duties.

1980 c46 s13

Powers of Committee members

14 A member of the Committee or an employee of the Government carrying out a visit, investigation or other matter on behalf of the Committee has the same powers that the Committee would have if it were carrying out the visit, investigation or other matter.

1980 c46 s14

Court order for entry

15(1) If the Committee, a member of the Committee or an employee of the Government acting on behalf of the Committee is refused entry to a facility for the purposes of conducting a visit or an investigation, the chairman of the Committee or a person designated by him may apply to the Court of Queen's Bench by originating notice for an order permitting the Committee, member or employee to

(a) enter the facility at any reasonable hour and conduct the visit or investigation, and

(b) require the production of any records of the facility, other than those referred to in section 10(2).

(2) An application under subsection (1) may be made ex parte, if the Court considers it proper to do so in the circumstances.

1980 c46 s15

Annual report

16(1) As soon as possible after the end of each year, the Committee shall prepare and submit to the Minister a report summarizing its activities in that year.

(2) On receiving a report under subsection (1), the Minister shall lay a copy of the report before the Legislative Assembly if it is then in session, and if not, within 15 days after the commencement of the next ensuing session.

1980 c46 s16

Act binds Crown

17 This Act binds the Crown.

1980 c46 s17

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

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APPENDIX 4: LOCATION OF COMMITTEE OFFICE

The Social Care Facilities Review Committee is located at:

4th Floor, Essex Building
10707 - 100th Avenue
Edmonton, Alberta
T5J 3M1

Telephone Number: (403) 427-3010

Contact Person(s): Janet Koper, Chairman
MLA, Calgary-Foothills

Rita Nyback, Vice-Chairman

Evelyn Bliss, Administrative Assistant